

**KENTUCKY RETIREMENT SYSTEMS
CLASS SPECIFICATION**

CLASS TITLE: SYSTEMS SUPPORT ANALYST III	
DATE CLASS ESTABLISHED: 03/01/2011	DATE OF LAST REVISION: 03/01/2011 Date of last review: 11/01/2015
SELECTION METHOD: 100% QUAL Detail Resume Required with Application	SALARY: (MIN-MID) \$3,269 - \$4,086 GRADE: O

MINIMUM REQUIREMENTS: MINIMUM REQUIREMENTS ARE COMPREHENSIVE STATEMENTS OF THE MINIMUM BACKGROUND AS TO EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS WHICH WILL BE REQUIRED IN ALL CASES AS EVIDENCE OF AN APPOINTEE'S ABILITY TO PERFORM THE WORK PROPERLY.

EDUCATION: Graduate of a college or university with a bachelor's degree in computer science, information systems, or related field.

EXPERIENCE: Four years of service desk or computer support experience.

SUBSTITUTION FOR MINIMUM REQUIREMENTS

EDUCATION: Related technical or vocational training will substitute for the bachelor's degree requirement on a year-for-year basis. Earned college hours will be credited toward degree requirement. A master's degree in computer science will substitute for one year of required experience.

EXPERIENCE: Related technical or vocational training will substitute for experience on a year-for-year basis.

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC.)
None

CHARACTERISTICS OF THE CLASS: CHARACTERISTICS OF A CLASS ARE GENERAL STATEMENTS INDICATING THE LEVEL OF RESPONSIBILITY AND DISCRETION OF POSITIONS IN THAT JOB CLASSIFICATION.

The Systems Support Analyst III role is to ensure proper computer operation so that users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving business user requests. Problem resolution will involve the use of a Service Desk tracking tool. Performs other duties as required.

REQUIRED SKILLS INDEX

Planning and Organization	Follows detailed technical procedures for non-routine tasks
Project Management	Works as a productive team member on projects. Follows processes and performs assigned tasks
Business Knowledge	Possesses a general understanding of KRS' business functions
Technical Knowledge	Possesses intermediate technical knowledge
Solution Development	Independently applies technical skills to implement support solutions
Triage	Resolves non-routine problems in a specific technology area
Consultancy	Consults with business users to provide custom support services

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION: EXAMPLES OF DUTIES OR RESPONSIBILITIES ARE NOT TO BE CONSTRUED AS DESCRIBING WHAT THE DUTIES OR RESPONSIBILITIES OF ANY POSITION SHALL BE AND ARE NOT TO BE CONSTRUED AS LIMITING THE APPOINTING AUTHORITY'S ABILITY TO ADD TO, OR OTHERWISE ALTER THE DUTIES AND RESPONSIBILITIES OF A POSITION. THE USE OF AN INDIVIDUAL EXPRESSION OR ILLUSTRATION AS TO DUTIES OR RESPONSIBILITIES SHALL NOT BE REGARDED AS EXCLUDING ASSIGNMENT OF OTHERS NOT MENTIONED WHICH ARE OF SIMILAR KIND OR QUALITY.

- Field incoming help requests from business users via both telephone and e-mail in a courteous manner.
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply intermediate troubleshooting techniques to aid in incident resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Monitor key applications/systems at identified times which may be after normal business hours.
- May require the submission of data transfer or batch jobs on various platforms that are critical to Kentucky Retirement Systems operation.
- May require creation of job schedules that run on a daily, weekly, monthly or yearly cycle.
- May require hands on troubleshooting of hardware/software issues on workstations, laptops, printers and other typical office devices.
- Interact with other support teams to troubleshoot issues.
- Perform other duties as required.

TYPICAL WORKING CONDITIONS AND UNIQUE PHYSICAL REQUIREMENTS: INCUMBENTS IN THIS CLASSIFICATION WILL TYPICALLY PERFORM THEIR PRIMARY JOB DUTIES UNDER THESE CONDITIONS, HOWEVER, THESE CONDITIONS MAY CHANGE ON OCCASION IN PERFORMING THE DUTIES OF AN INDIVIDUAL POSITION.

Work is typically performed in an office setting.

THE KENTUCKY RETIREMENT SYSTEMS DOES NOT DISCRIMINATE ON THE BASIS OF RACE, ETHNIC ORIGIN, COLOR, CREED, RELIGION, GENDER, SEXUAL ORIENTATION, AGE, DISABILITY OR POLITICAL AFFILIATION. THIS DOCUMENT IS AVAILABLE IN ANY ACCESSIBLE FORMAT UPON REQUEST TO THE HUMAN RESOURCES DIVISION: KENTUCKY RETIREMENT SYSTEMS.